User Guide

UPS® Billing Centre

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UPS Billing Centre

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The **UPS Billing Centre** is a secure web-based invoice presentation and payment application that provides you with the ability to enrol to view your UPS invoices in several formats (online, PDF, CSV and XML), dispute charges, generate reports and make payments online.

Available for:

- UPS Small Package
- UPS Freight®
- UPS Supply Chain Solutions®
  (air freight and UPS Mail Innovations®)

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Accessing the UPS Billing Centre

Go to the **ups.com**® Homepage.

Select the **My UPS** tab from the top of the page. The drop-down menu will be displayed.

Select **Billing** from the drop-down menu.

You may also enter **www.ups.com/content/gb/en/myups/billing** into your browser address bar.

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Accessing the UPS Billing Centre (cont.)

To enrol, select **Enrol in the UPS Billing Centre** link.

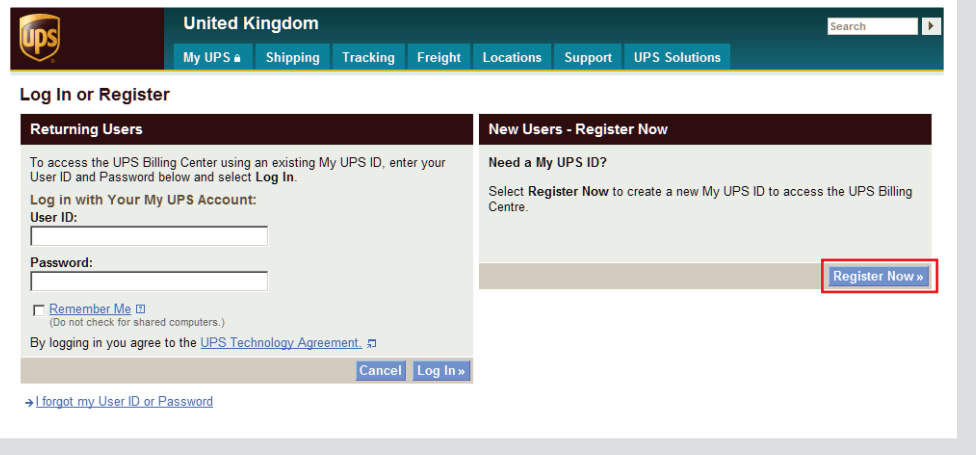
If you have already enrolled in the UPS Billing Centre, select **Access**.

United Kingdom
New User | Log-In
Search
My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
UPS Billing
View, manage, and pay UPS invoices electronically
UPS Billing Centre
The UPS Billing Centre provides you with secure online access to receive and view your invoices faster, pay online, create reports to track shipping costs, and dispute invoices.
Learn More About the UPS Billing Centre
Enrol in the UPS Billing Centre
Access »
Download User Guide »
UPS Billing Centre News
Simplify your billing process with the new UPS Billing Centre enhancements. Added features include an Archive History page, topic-specific support pages, and a more simplified method for signing up for Automatic Payments.
Learn More »
Electronic Billing Quick Links
Find a quick path to the tools you need, access additional billing links, or find support for your billing questions.
Access the UPS Billing Centre
View the Invoice Guide and Glossary of Charges
Enrol in the UPS Billing Centre
Additional Billing Links
Void a Shipment
UPS Billing Data
View and download CSV or XML files or request EDI to integrate billing data into your business systems.
Log in to UPS Billing Data
UPS Billing Centre Support
Find answers to most common UPS Billing Centre questions by topic.
Enrollment Support
Invoice Support
Payment Support
Invoice Dispute Requests
Administration Support
Reports Support

If you are not logged in to My UPS, you will need to log in.

If you do not have a My UPS ID, select **Register Now** to create an ID and password.

This login will grant you access to applications on **www.ups.com**, including the UPS Billing Centre.


United Kingdom
Search
My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
Log In or Register
Returning Users
To access the UPS Billing Center using an existing My UPS ID, enter your User ID and Password below and select Log In.
Log in with Your My UPS Account:
User ID:
Password:
Remember Me
(Do not check for shared computers.)
By logging in you agree to the UPS Technology Agreement.
Cancel
Log In »
I forgot my User ID or Password
New Users - Register Now
Need a My UPS ID?
Select Register Now to create a new My UPS ID to access the UPS Billing Centre.
Register Now »

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Enrolment

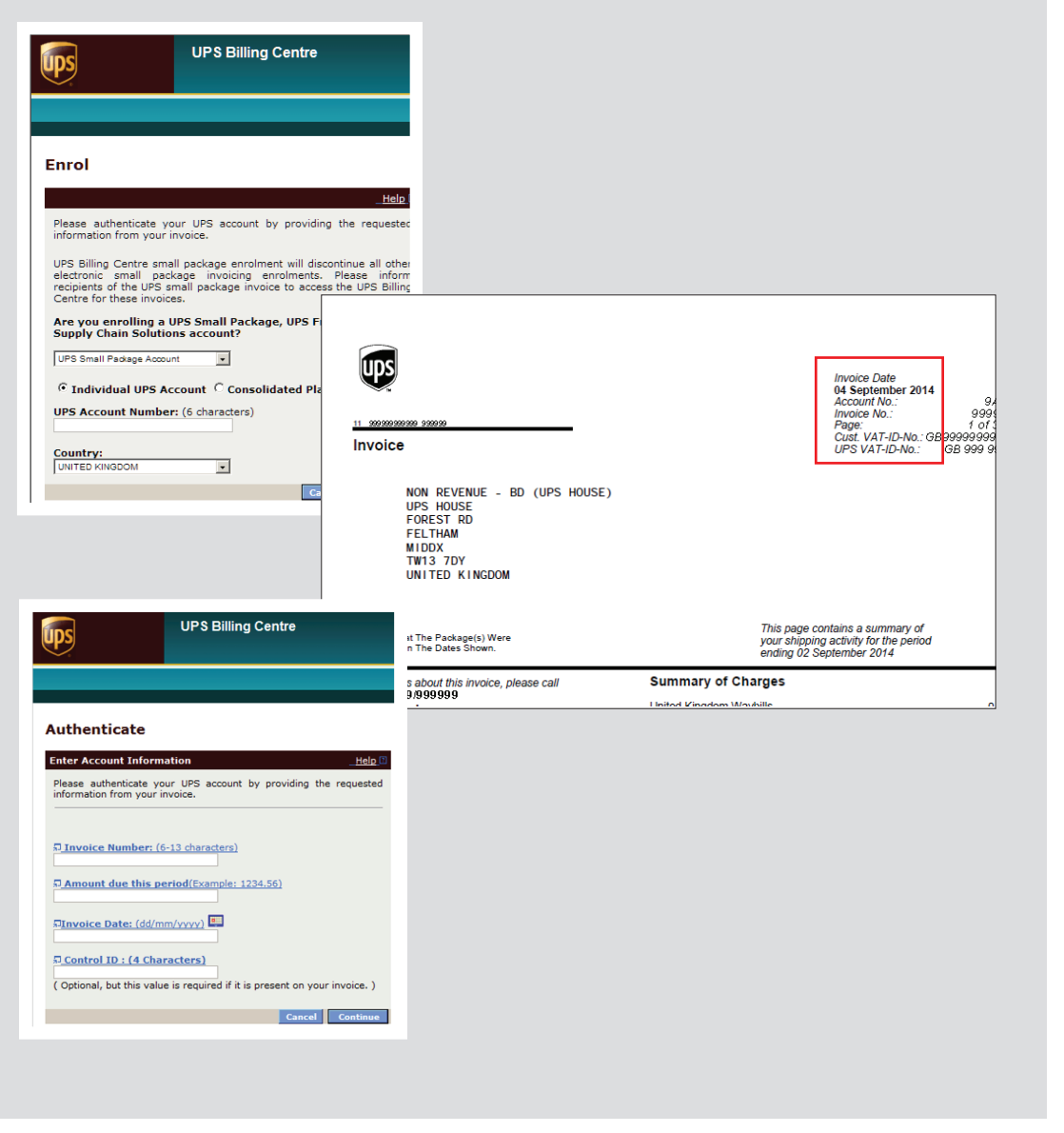
Account invoice authentication

You will need to complete Account Invoice Authentication (AIA) to confirm that you currently have access to invoice information for each account to be enrolled in the UPS Billing Centre. Both individual accounts and Consolidated Payment Plans (CPPs) can be enrolled using the AIA process.

You will also need to provide the following information from one of your last three Delivery Service Invoices or an International Package Service Invoice generated within the last 45 days in order to successfully authenticate your UPS account:

- Invoice Number
- Amount due this period
- Invoice Date
- Control ID

Note: *Enrolment of a CPP requires that AIA information be provided from a plan summary invoice.*


UPS Billing Centre
Enrol
Help
Please authenticate your UPS account by providing the requested information from your invoice.
UPS Billing Centre small package enrolment will discontinue all other electronic small package invoicing enrolments. Please inform recipients of the UPS small package invoice to access the UPS Billing Centre for these invoices.
Are you enrolling a UPS Small Package, UPS F
Supply Chain Solutions account?
UPS Small Package Account
Individual UPS Account
Consolidated Pla
UPS Account Number: (6 characters)
Country:
UNITED KINGDOM
Invoice
Invoice Date
04 September 2014
Account No.:
Invoice No.:
Page:
Cust. VAT-ID-No.: GB999999999
UPS VAT-ID-No.: GB 999 9
NON REVENUE - BD (UPS HOUSE)
UPS HOUSE
FOREST RD
FELTHAM
MIDDX
TW13 7DY
UNITED KINGDOM
This page contains a summary of your shipping activity for the period ending 02 September 2014
Summary of Charges
UPS Billing Centre
Authenticate
Enter Account Information
Help
Please authenticate your UPS account by providing the requested information from your invoice.
Invoice Number: (6-13 characters)
Amount due this period(Example: 1234.56)
Invoice Date: (dd/mm/yyyy)
Control ID : (4 Characters)
(Optional, but this value is required if it is present on your invoice.)
Cancel
Continue

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Enrolment (cont.)

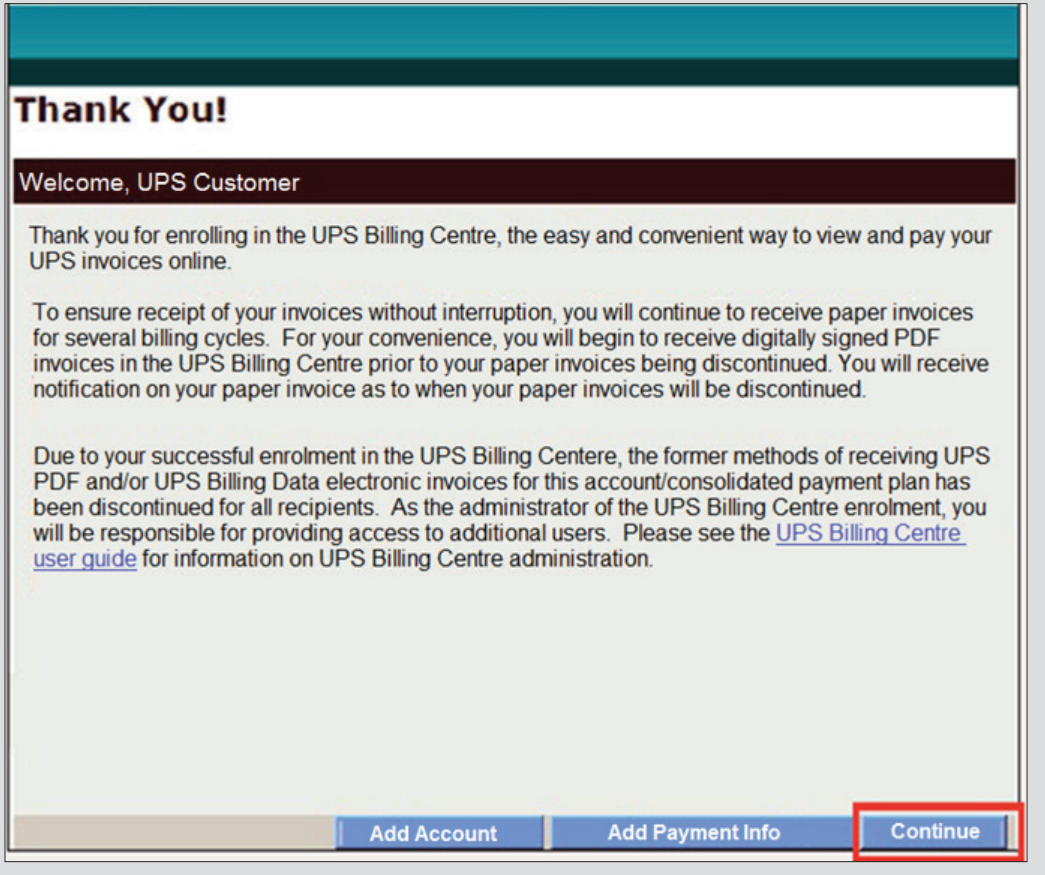
Account invoice authentication (cont.)

You will be informed that you have successfully enrolled your account in the UPS Billing Centre.

Payment information can be added after enrolment is completed.

Additional accounts can be added through the **Administration** tab after logging in to the UPS Billing Centre.

When the **Continue** button is selected, the **Overview** page in the UPS Billing Centre will be presented.


Thank You!
Welcome, UPS Customer
Thank you for enrolling in the UPS Billing Centre, the easy and convenient way to view and pay your UPS invoices online.
To ensure receipt of your invoices without interruption, you will continue to receive paper invoices for several billing cycles. For your convenience, you will begin to receive digitally signed PDF invoices in the UPS Billing Centre prior to your paper invoices being discontinued. You will receive notification on your paper invoice as to when your paper invoices will be discontinued.
Due to your successful enrolment in the UPS Billing Centere, the former methods of receiving UPS PDF and/or UPS Billing Data electronic invoices for this account/consolidated payment plan has been discontinued for all recipients. As the administrator of the UPS Billing Centre enrolment, you will be responsible for providing access to additional users. Please see the UPS Billing Centre user guide for information on UPS Billing Centre administration.
Add Account
Add Payment Info
Continue

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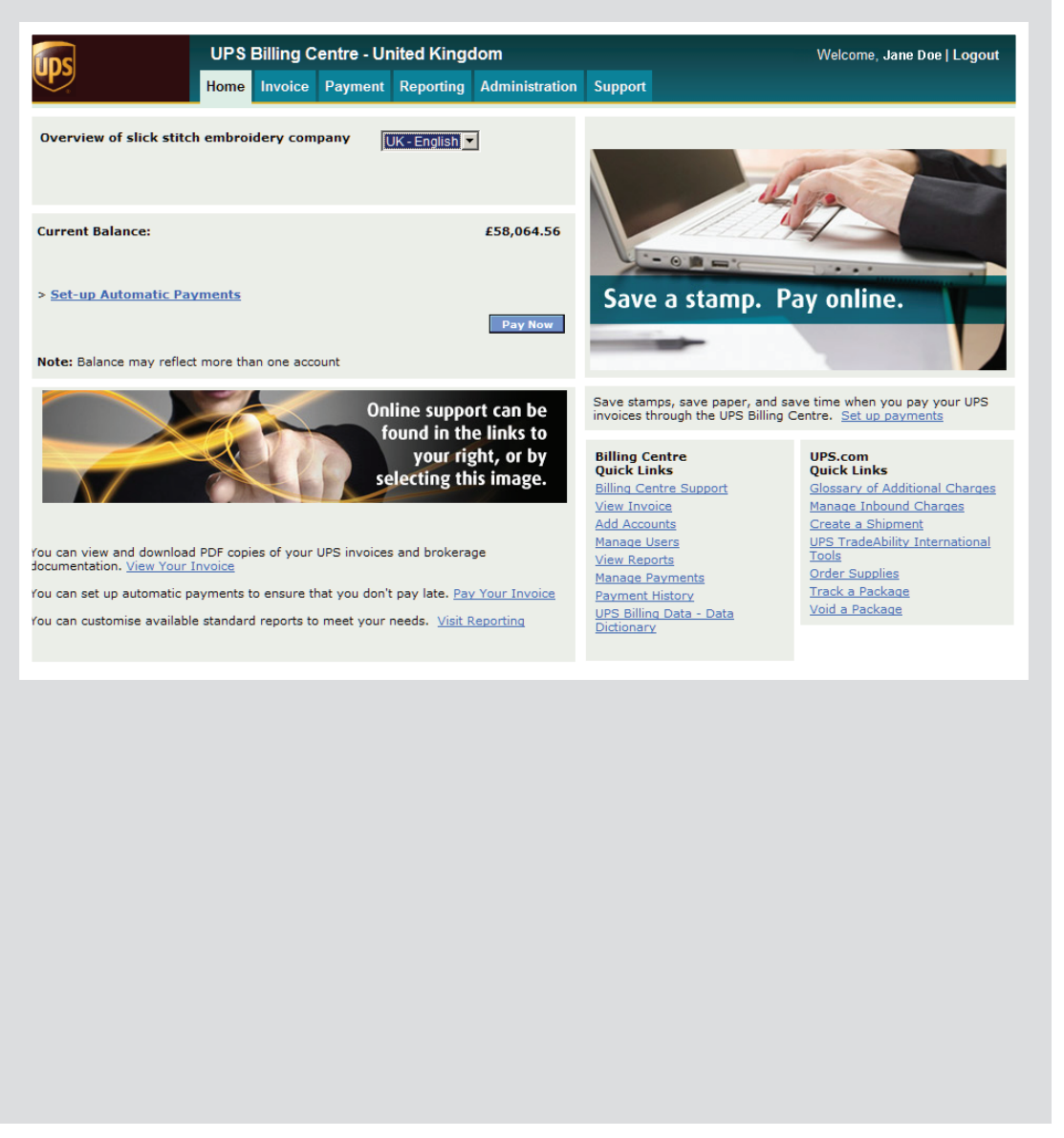
Overview

Tabs are located across the top of every screen throughout the UPS Billing Centre. These tabs can be selected in order to use various features and functionality.

You can view and/or select the following key elements on the **Overview** page:

- Select between UPS Small Package, UPS Freight, UPS Supply Chain Solutions (air freight and UPS Mail Innovations) ***Note:*** *Any time that you want to view package information, this button must be selected and vice versa for ground freight and air freight.*
- Current Balance (amount outstanding) by transportation mode and country for entire Company (total of all accounts that are selected under the Company)
- Set-up Automatic Payments
- Accounts enrolled in Automatic Payments
- **Pay Now** button to access the Payments area


UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Overview of slick stitch embroidery company
UK - English
Current Balance:
£58,064.56
> Set-up Automatic Payments
Pay Now
Note: Balance may reflect more than one account
Save a stamp. Pay online.
Online support can be found in the links to your right, or by selecting this image.
Save stamps, save paper, and save time when you pay your UPS invoices through the UPS Billing Centre. Set up payments
You can view and download PDF copies of your UPS invoices and brokerage documentation. View Your Invoice
You can set up automatic payments to ensure that you don't pay late. Pay Your Invoice
You can customise available standard reports to meet your needs. Visit Reporting
Billing Centre Quick Links
Billing Centre Support
View Invoice
Add Accounts
Manage Users
View Reports
Manage Payments
Payment History
UPS Billing Data - Data Dictionary
UPS.com Quick Links
Glossary of Additional Charges
Manage Inbound Charges
Create a Shipment
UPS TradeAbility International Tools
Order Supplies
Track a Package
Void a Package

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Invoice

Under the **Invoice** tab, you have access to Invoice Summary and Invoice Detail information, along with access to online, PDF, CSV and XML formats of their invoices. You can also dispute charges.

Invoice summary and detail

The following Invoice Status information is displayed on the **Invoice** tab when you select **Company Summary**.

- Open/Past Due
- Past Due
- Payment Pending
- Open
- Underpayment/Adjustment
- Payment Returned
- Paid
- Overpayment/Adjustment
- Closed

You can provide the following Search Criteria to see specific information for Domestic/Export and Import invoices:

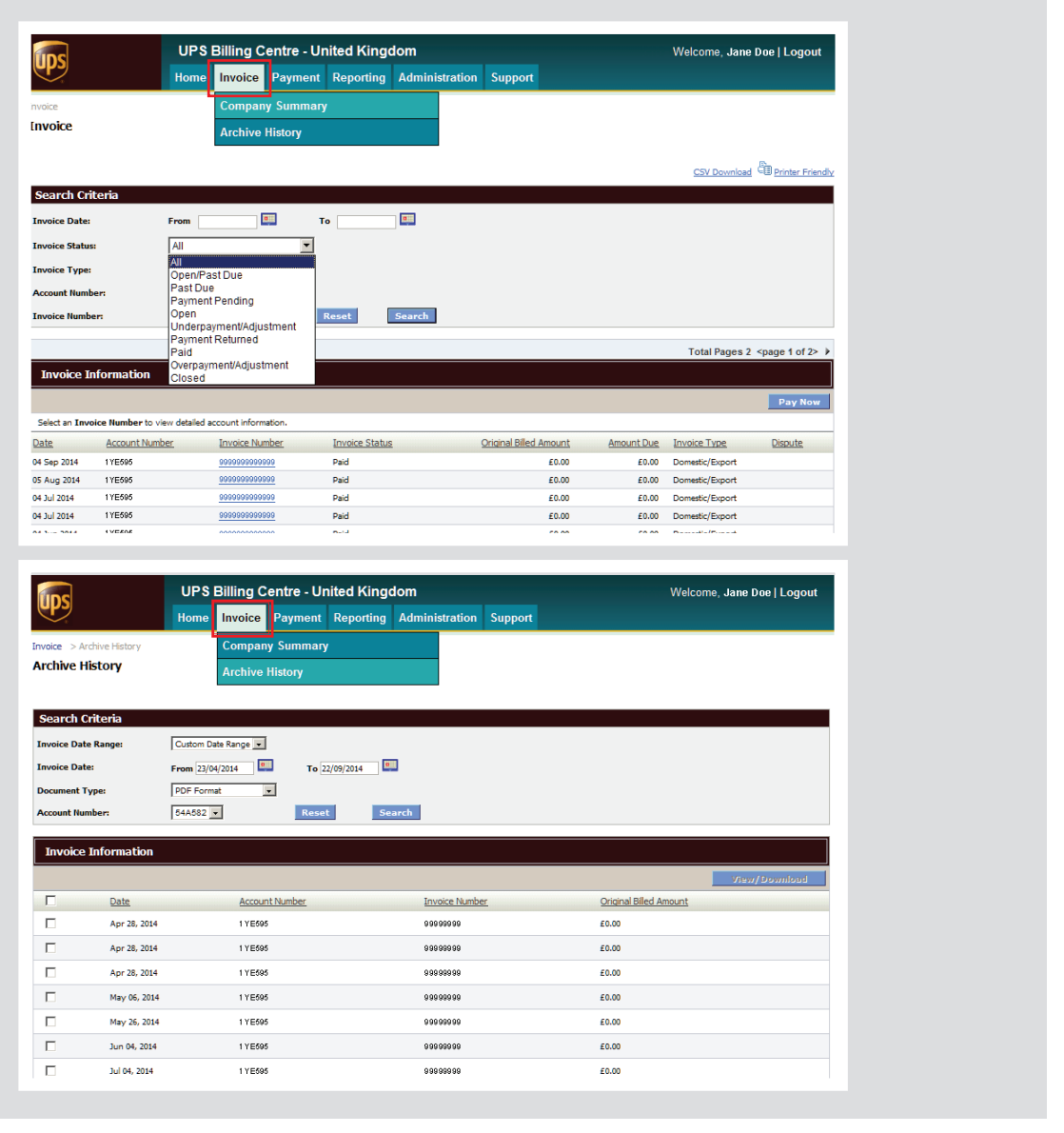
- Account Type
- Invoice Date
- Invoice Status
- Invoice Type
- Account Number
- Invoice Number

You must select an Invoice Number to view detailed invoice information.

Invoice history

The **Archive History** feature within the Billing Centre enables you to:

- Retrieve up to 52 weeks' worth of past invoicing
- Download multiple invoices at once into a single consolidated file



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Invoice (cont.)

Invoice summary and detail (cont.)

From the **Invoice Summary** screen, you can view key invoice information.

If you have the authority to make payments you will have access to a **Pay Now** button to initiate payments from the **Invoice Summary** screen.

View PDF

Select **PDF** to view a PDF version of an invoice.

Print Remit Stub

Select the **Remit Stub** to view and print a remittance stub.

CSV Download

UPS Billing Data File

- Select **UPS Billing Data** to view in CSV format in 250 data elements.

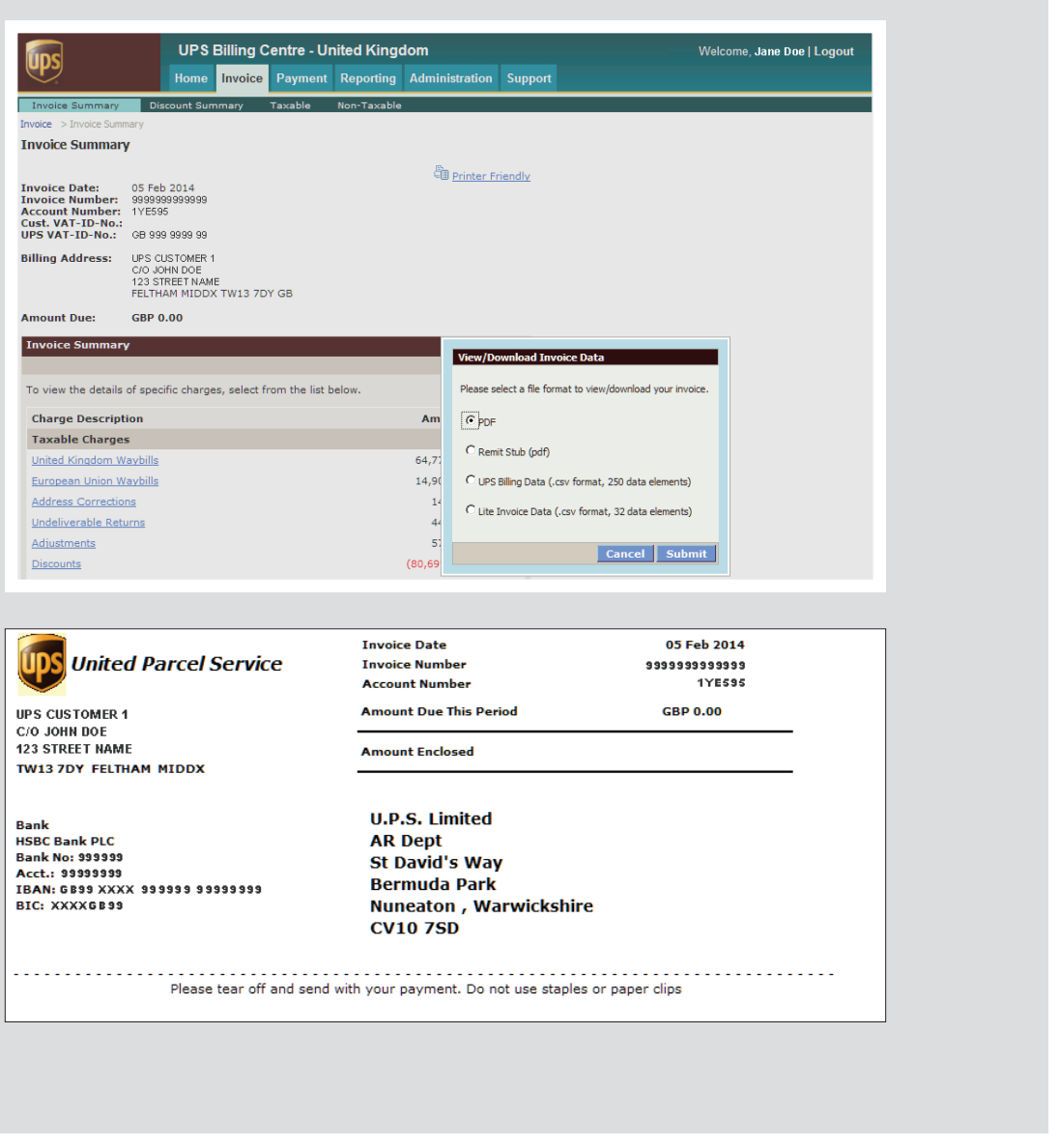
XML Data File

- Select **XML Data Format** for XML formatted data of your invoice.

Printer Friendly

Select **Printer Friendly** to view and print a copy of the page.

You can continue to select links to drill down from the **Invoice Summary** page to view more detailed invoice information.



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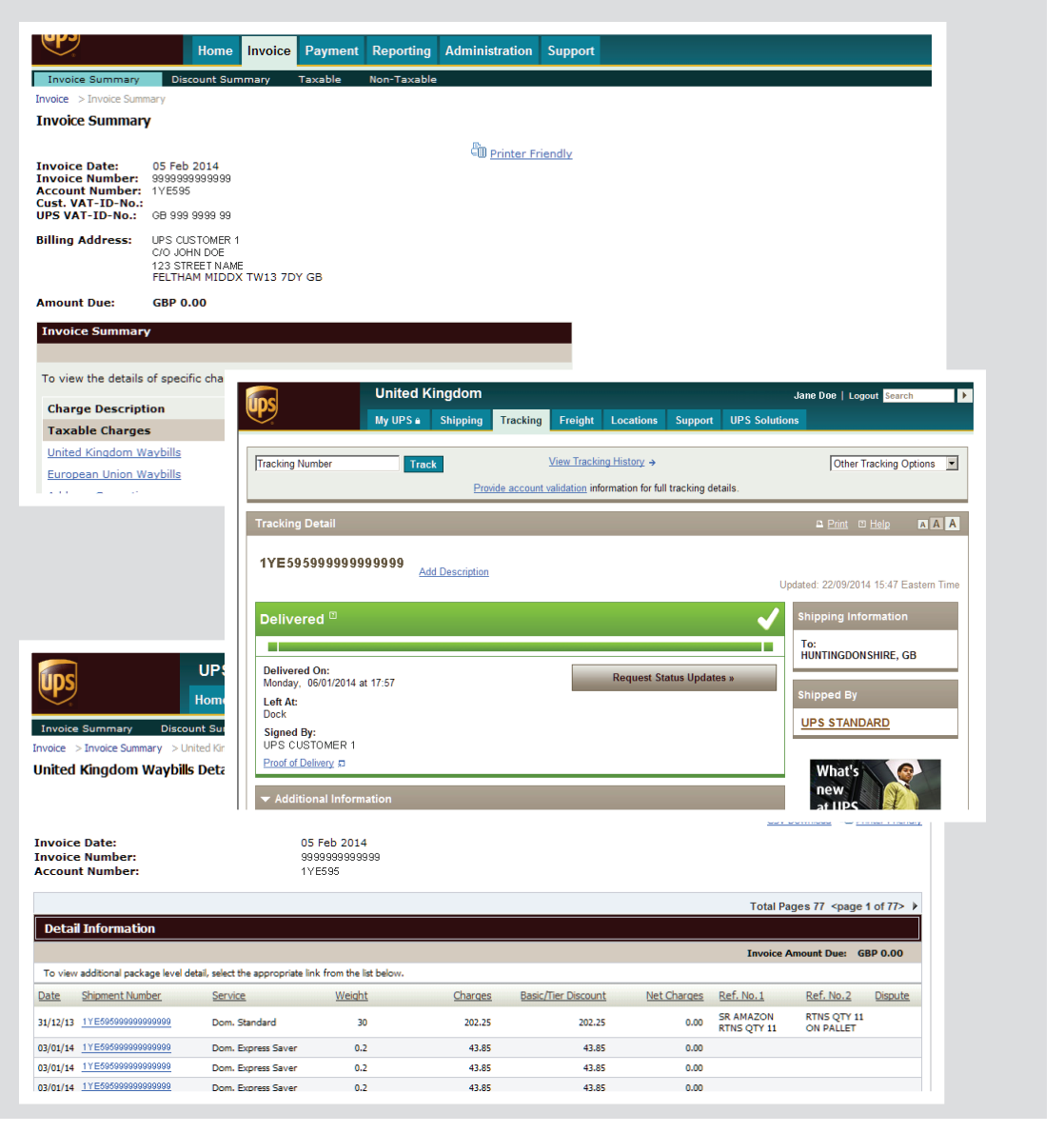
Invoice (cont.)

Tracking

From the **Shipment Detail** screen, you can select the **Track** button to track a package. You will be presented with tracking information from **www.ups.com**.



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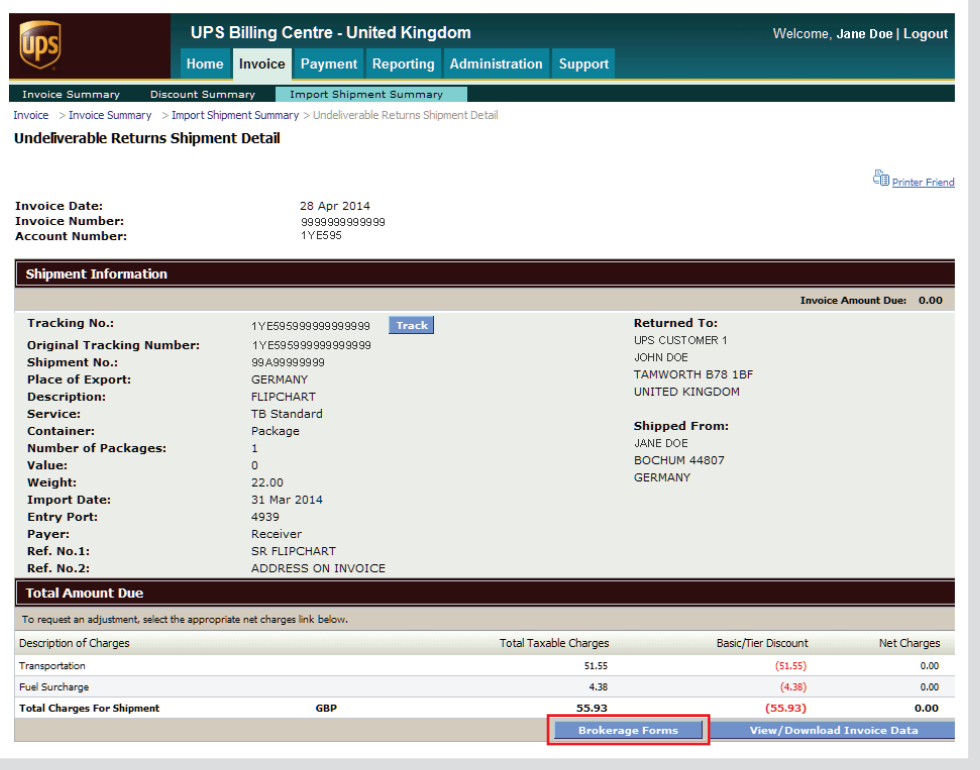
Invoice (cont.)

Import shipment details

You can also utilise the UPS Billing Centre to:

- View all import charges, including Freight, Duties and Government Charges
- View Import Brokerage forms associated with the Shipment



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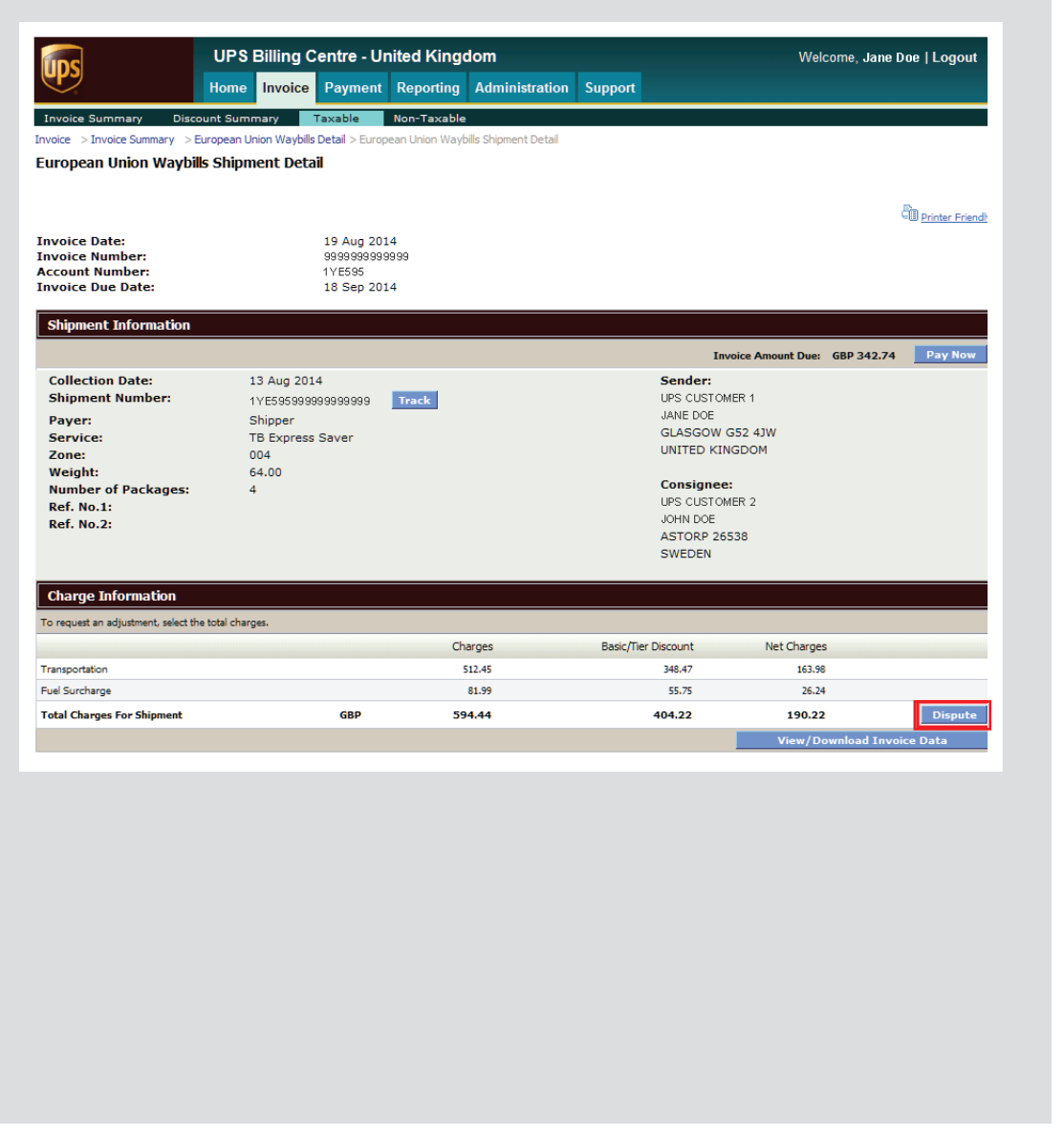
Invoice (cont.)

Adjustments to an invoice can only be made at the detail level. The user will select the **Dispute** button on the bottom of the **Shipment Detail** screen.

Adjustments/Disputes

From the **Shipment Detail** screen, you can dispute charges by selecting the **Dispute** button.



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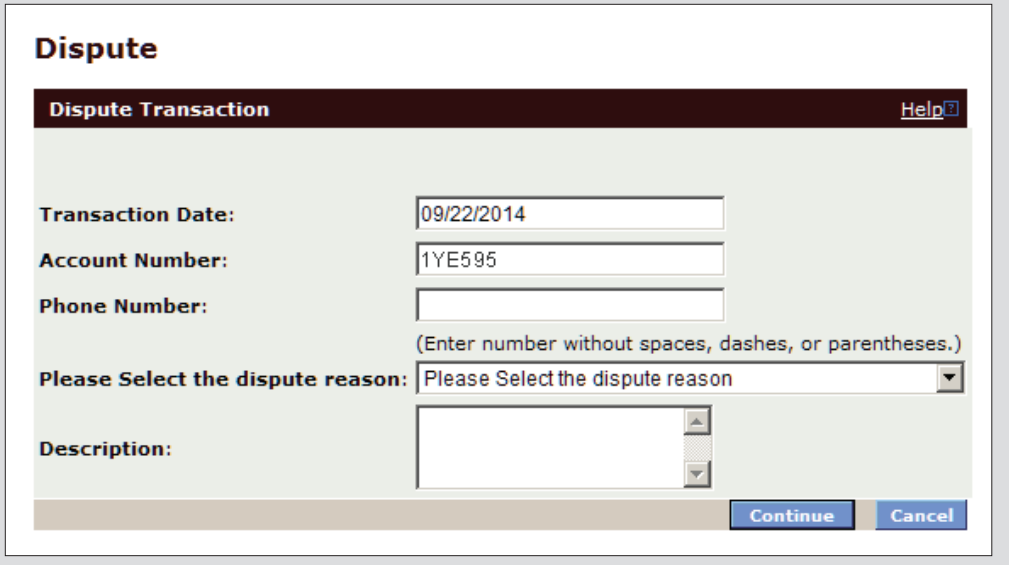
Invoice (cont.)

Adjustments/Disputes (cont.)

When the **Dispute** button from the **Shipment Detail** screen is selected, the Dispute Transaction form will be displayed. You will need to complete the form by entering the required fields.

The adjustment request will be reviewed and, if approved, a credit will be applied to the next invoice. You will be contacted directly via email if the adjustment request is not approved.

Upon submission of the Dispute Transaction form, a message informing you that the adjustment has been submitted successfully will be displayed.



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Payment

The **Payment** tab allows you to set up and/or arrange payment for an invoice. The Company Administrator must assign users the role to pay invoices. Only an Administrator has the ability to set up a Payment Account. There are four payment modules:

- One-Off Payments
- Automatic Payments
- Payment Activity
- Payment Accounts

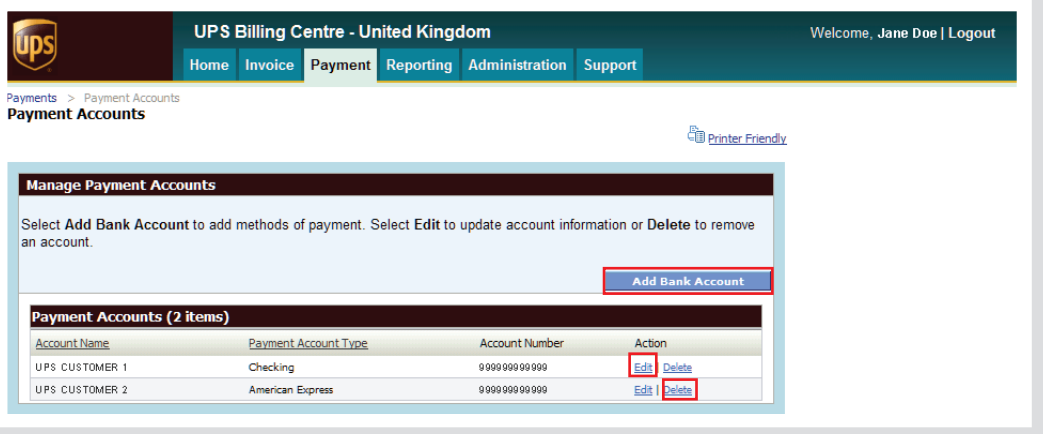
Payment Accounts

Before electronic payments can be initiated in the UPS Billing Centre, at least one Payment Account must be established.

You can add Payment Accounts or view, edit or delete existing accounts.

From the **Payment Accounts** tab in the Payment area of the UPS Billing Centre, select **Add Bank Account** to establish a Payment Account.

(For accounts already established, select **Edit** to update account information or **Delete** to remove an account.)



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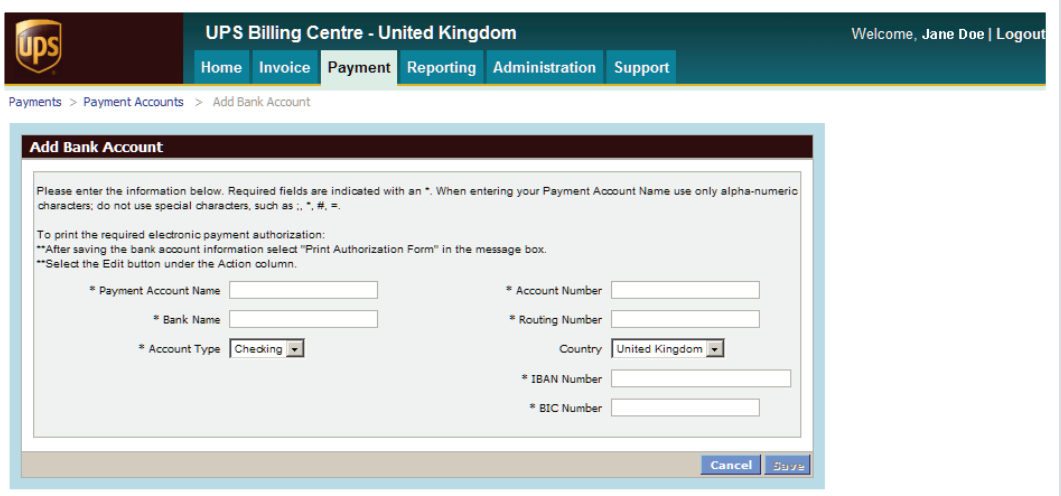
Payment (cont.)

Payment Accounts (cont.)

Next, the screen to add bank account information will be displayed. You must enter information in the appropriate required fields. Use only alphanumeric characters in the **Payment Account Name** field.

Note: *Special characters (e.g., @, #, *, ?) are not supported in the* ***Payment Account Name*** *field.*


UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Payments > Payment Accounts > Add Bank Account
Add Bank Account
Please enter the information below. Required fields are indicated with an *. When entering your Payment Account Name use only alpha-numeric characters; do not use special characters, such as ;, *, #, =.
To print the required electronic payment authorization:
**After saving the bank account information select "Print Authorization Form" in the message box.
**Select the Edit button under the Action column.
* Payment Account Name
* Bank Name
* Account Type
Checking
* Account Number
* Routing Number
Country
United Kingdom
* IBAN Number
* BIC Number
Cancel
Save

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Payment (cont.)

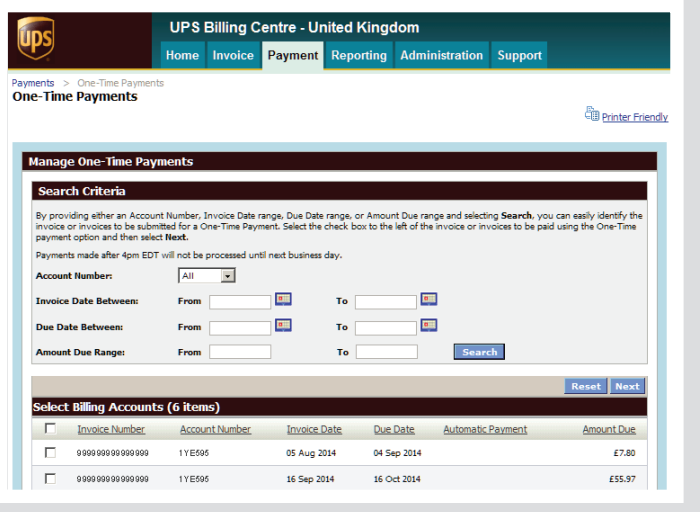
One-Off Payments

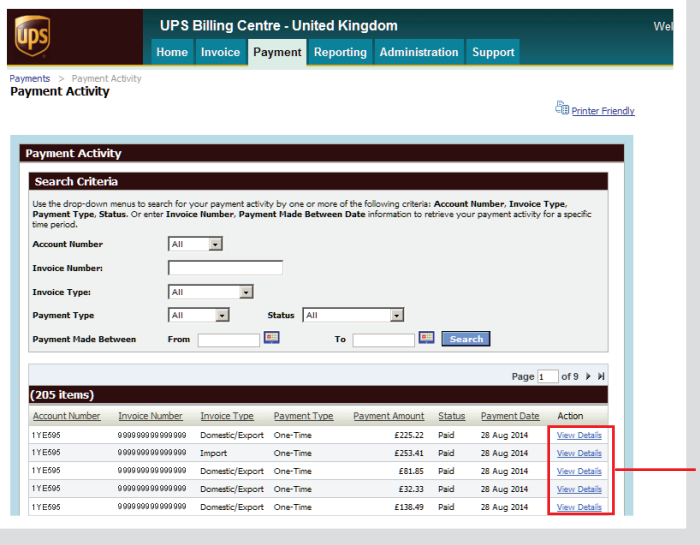
Utilising the One-Off Payment option, you must initiate the payment to UPS for each invoice to be paid.

Note: *To schedule payments in the UPS Billing Centre, you will need at least one Payment Account established.*

You will be required to select an invoice to pay every time.

Multiple invoices can be selected to streamline payment by selecting the top checkbox that selects all outstanding invoices, or by selecting only those invoices to be paid.


UPS Billing Centre - United Kingdom
Home
Invoice
Payment
Reporting
Administration
Support
Payments > One-Time Payments
One-Time Payments
Printer Friendly
Manage One-Time Payments
Search Criteria
By providing either an Account Number, Invoice Date range, Due Date range, or Amount Due range and selecting Search, you can easily identify the invoice or invoices to be submitted for a One-Time Payment. Select the check box to the left of the invoice or invoices to be paid using the One-Time payment option and then select Next.
Payments made after 4pm EDT will not be processed until next business day.
Account Number:
Invoice Date Between:
Due Date Between:
Amount Due Range:
From
To
Search
Reset
Next
Select Billing Accounts (6 items)
Invoice Number
Account Number
Invoice Date
Due Date
Automatic Payment
Amount Due



Payments can be edited or cancelled at any time prior to the scheduled payment date.

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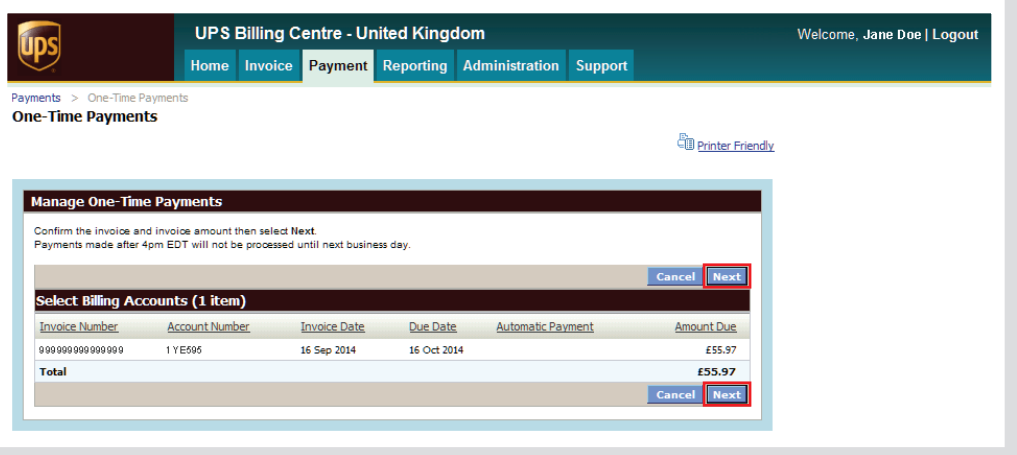
Payment (cont.)

One-Off Payments (cont.)

Next, you will be required to enter the Payment Date and select the desired Payment Account.

Note: *If the invoice is due upon receipt, the current day will be selected by default.*

A **One-Off Payments** confirmation screen will be displayed. You will be required to confirm the invoice and invoice amount. Once confirmed, please select **Next**.



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Payment (cont.)

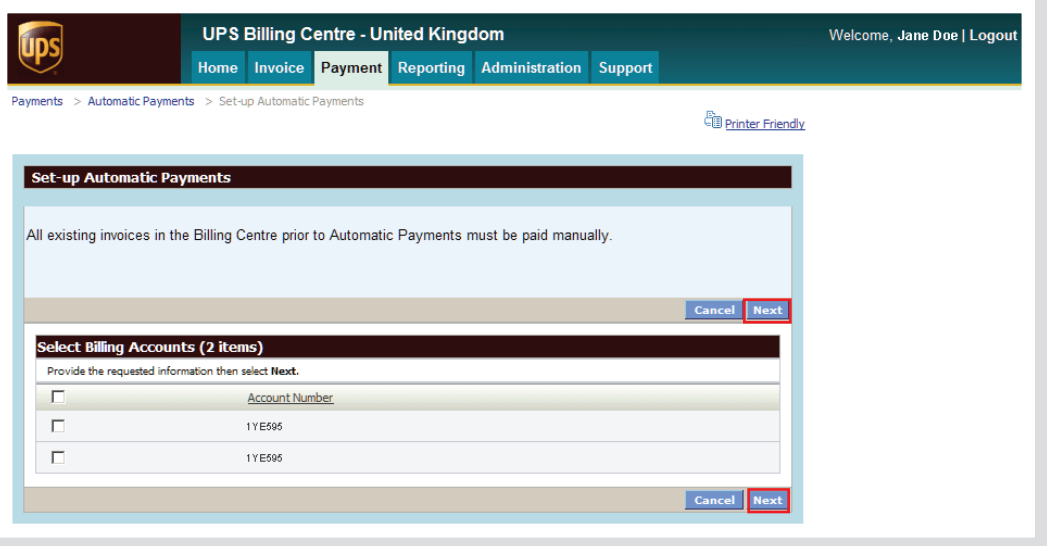
Automatic Payments

Automatic Payments allows you to set up payments for any invoice presented in the UPS Billing Centre.

Note: *All outstanding invoices must be paid using the One-Off Payments feature prior to setting up Automatic Payments.*

To set up Automatic Payments, users must:

- Select the **Payment** tab and then **Automatic Payments**
- Select **Add Automatic Payments** followed by **Next**
- Select the **Account Number**



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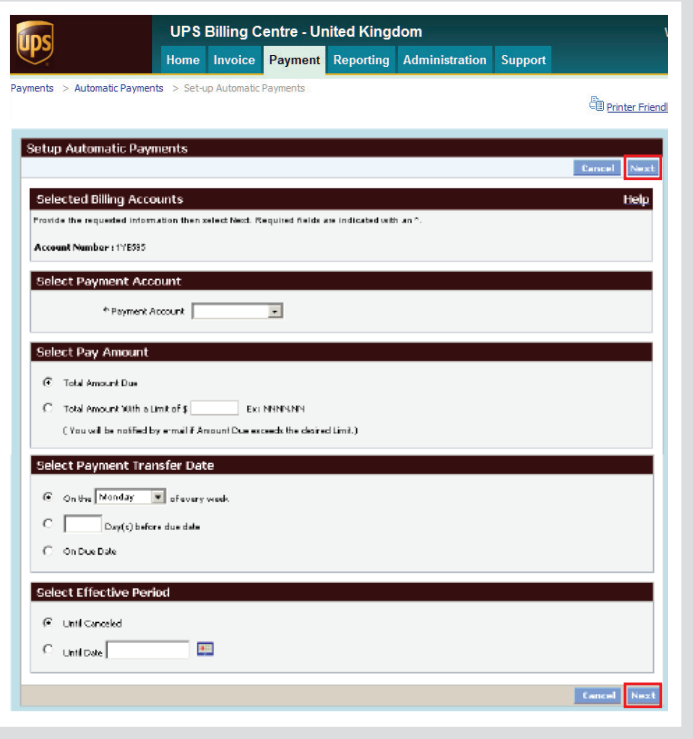
Payment (cont.)

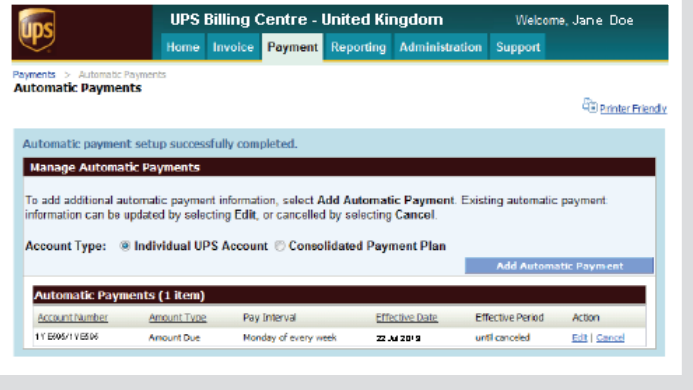
Automatic Payments (cont.)

- Using the drop-down menu, select **Payment Account**
- Provide the Pay Amount, Payment Transfer Date and Effective Period
- Select **Next**
- Verify Automatic Payment Details and select **Confirm**

Automatic Payments can be updated from the **Manage Automatic Payments** screen. Select **Edit** or **Cancel** to discontinue.

Automatic Payments will remain in effect until cancelled or until the date specified.





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Payment (cont.)

Payment activity

You can view One-Off or Automatic Payments on the **Payment Activity** tab. Up to one year of payment activity is available in the UPS Billing Centre.

If a payment has not been processed, you can edit the payment date or cancel scheduled payments.

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Reporting

Six **Standard Reports** are available in the UPS Billing Centre. You can create reports to provide insight into shipping costs. Additionally, reports can be used to analyse, allocate and reconcile charges more effectively.

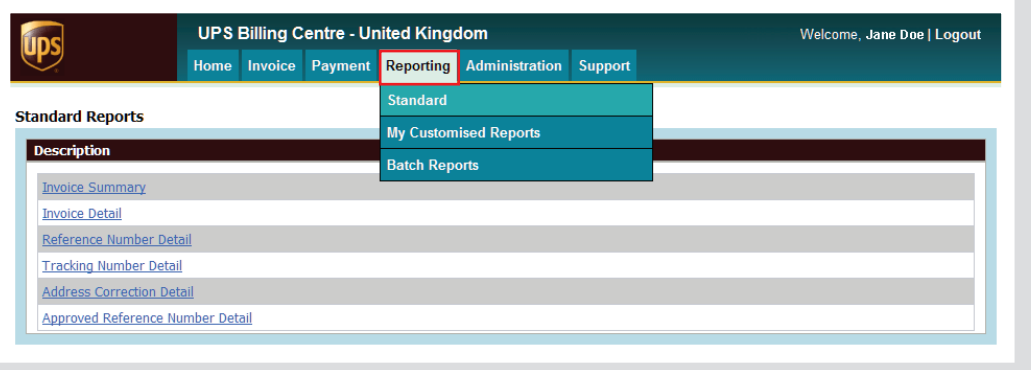
You can create and download the following reports for both Domestic/Export and Import invoices:

- Invoice Summary
- Invoice Detail
- Reference Number Detail
- Tracking Number Detail
- Address Correction Detail
- Approved Reference Number Detail

You can also create a report by selecting the **Reporting** tab, then select the desired report from the list of standard reports.

Once the report has been selected, the **Search Criteria** screen will be displayed.

Enter a date range (required), then select a single or multiple Account Numbers. Drop-down menus may be used to select additional criteria. Then select **Search**.



UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Invoice Summary Report
Report
Customise This Report
Batch Request
Search Criteria
Create an Invoice Summary Report by entering Invoice Date information (required), or selecting multiple Account Numbers, or an Invoice Number, or the Invoice Status; then select Search. To select multiple Account Numbers hold down the CTRL button and using the Left Mouse button select the desired account numbers. To view additional detail, select the desired Invoice Number.
Shipment Type: UPS Package
Transaction Type: All
Country: United Kingdom
Account Number:
Use the 'CTRL' button to select multiple accounts.
All
1YE696
1YE696
Invoice Date:
From 22/08/2014
To 22/09/2014
Invoice Number:
Invoice Status: All
Search Criteria: All
Search

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Reporting (cont.)

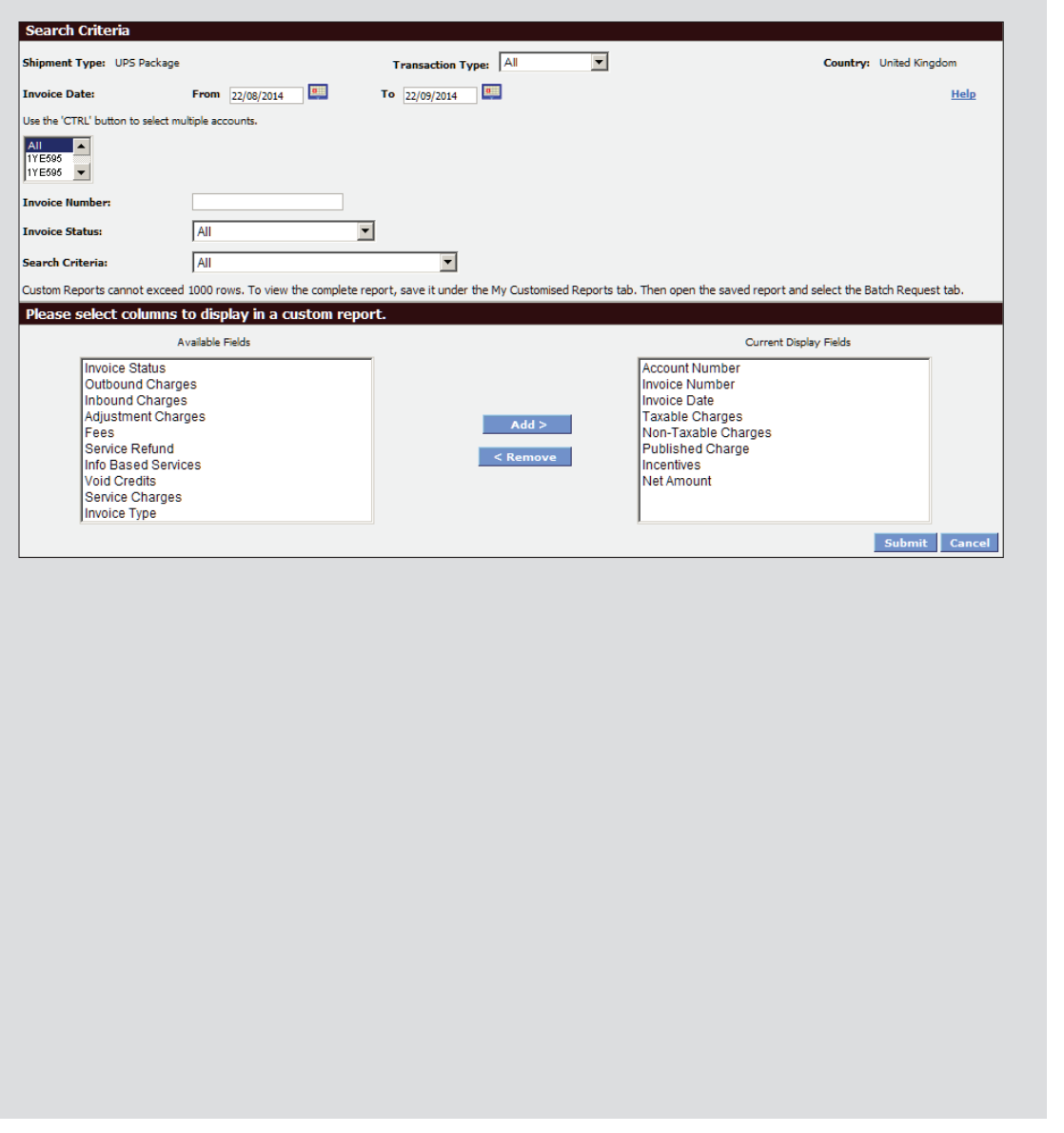
Customise this report

You can customise all standard reports, with the exception of the Address Correction Detail report.

After selecting a Standard report, select the **Customise This Report** tab.

You can select the columns you want to display in a custom report. To re-order columns, you will need to use the Add/Remove functions to place the fields in the desired order.

Note: *Custom Reports exceeding 1,000 rows must be viewed as a Batch Report. To view the complete report, save it under the* ***My Customised Reports*** *tab. Then, open the saved report and select the* ***Batch Request*** *tab.*



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Reporting (cont.)

Batch Report

You can request Batch Reports for reports with large amounts of data. For reports with more than 1,000 records, a Batch Request must be used.

To create a Batch Request, select a Standard or saved Customised Report. Select the **Batch Request** tab, name the Batch Report and select **Create**.

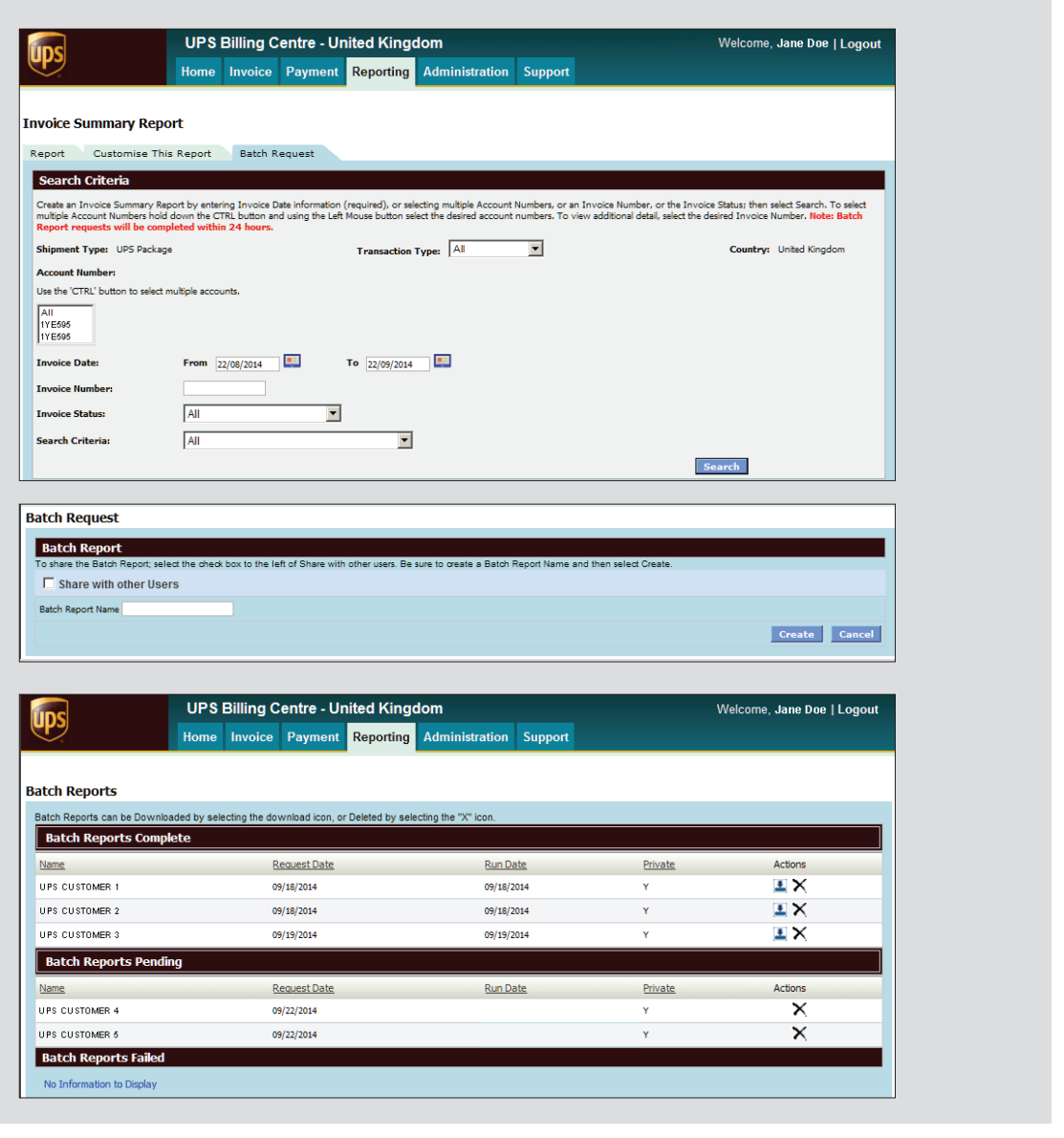
Batch Reports created from Standard Reports can be shared with other UPS Billing Centre users.

Note: *Batch Report requests will be processed within 24 hours.*

When the Batch Report is available, a download icon will appear in the Actions column of the Batch Reports screen.

Select the **X** mark in the Actions column to delete the Batch Report.

Note: *Select* ***When My Batch Report Is Ready*** *in the Administration/Profile section to receive a notification when your report is available.*



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Administration/Profile

The **Administration** tab is available to you if your role is the Administrator. Administrators can add and manage users and accounts, user profiles and email notifications.

The **Profile** tab is available to you if you are not assigned the Administration role, where you can manage your email notifications.

Administrator overview

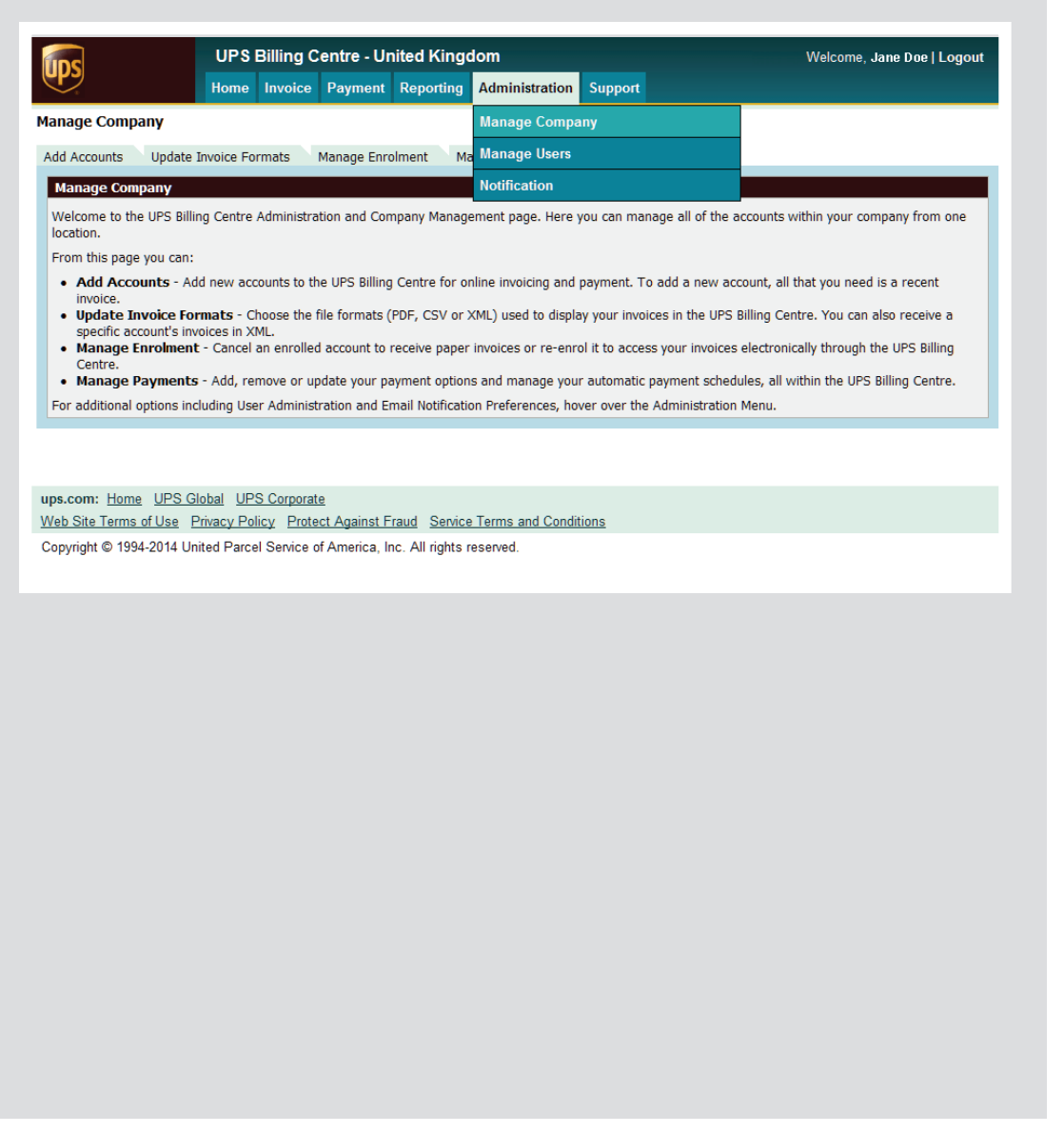
There are three tabs in Administration:

- Manage Company
- Manage Users
- Notification

Company

Under Company, there are four tabs:

- Add Accounts
- Update Invoice Formats
- Manage Enrolment
- Manage Payments


UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Manage Company
Manage Company
Manage Users
Notification
Add Accounts
Update Invoice Formats
Manage Enrolment
Manage Company
Welcome to the UPS Billing Centre Administration and Company Management page. Here you can manage all of the accounts within your company from one location.
From this page you can:
Add Accounts - Add new accounts to the UPS Billing Centre for online invoicing and payment. To add a new account, all that you need is a recent invoice.
Update Invoice Formats - Choose the file formats (PDF, CSV or XML) used to display your invoices in the UPS Billing Centre. You can also receive a specific account's invoices in XML.
Manage Enrolment - Cancel an enrolled account to receive paper invoices or re-enrol it to access your invoices electronically through the UPS Billing Centre.
Manage Payments - Add, remove or update your payment options and manage your automatic payment schedules, all within the UPS Billing Centre.
For additional options including User Administration and Email Notification Preferences, hover over the Administration Menu.
ups.com: Home UPS Global UPS Corporate
Web Site Terms of Use Privacy Policy Protect Against Fraud Service Terms and Conditions
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Administration/Profile (cont.)

Administrator – users

As the Administrator, you can view, edit, delete and add users from this screen.

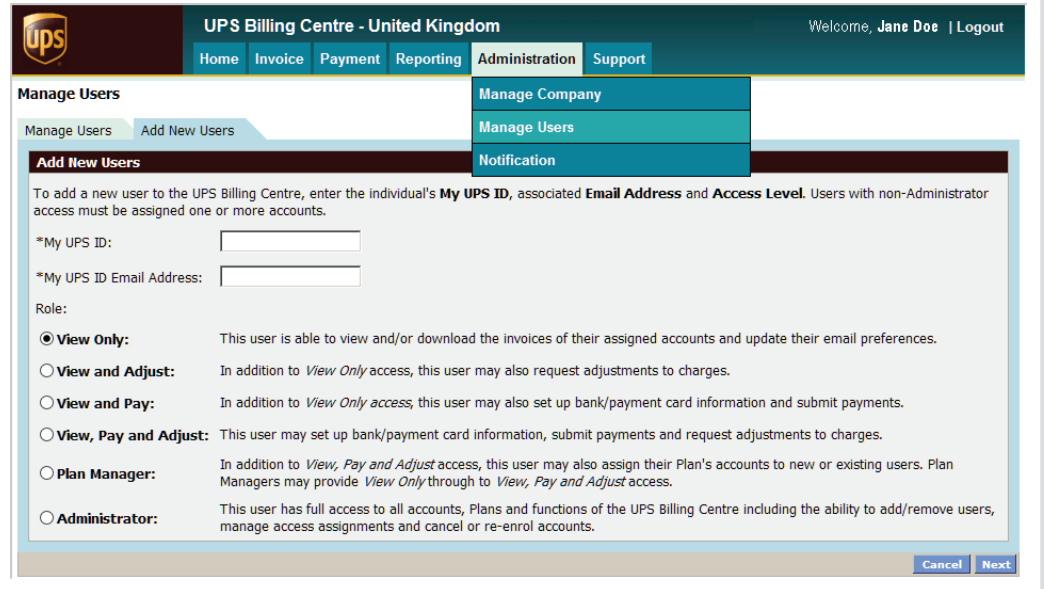
To add a new user, you must enter the user's My UPS ID and associated email address and assign a role to the user.

Available roles: View Only, View and Adjust, View and Pay, View Pay and Adjust, Administrator or Plan Manager.

You will be presented a message informing them that the user has been added successfully.

The added user will now appear in the user list under search results. To update/change a user's role, select **Edit**.

To remove a user from the UPS Billing Centre, select **Delete**.


UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Manage Company
Manage Users
Notification
Manage Users
Manage Users
Add New Users
Add New Users
To add a new user to the UPS Billing Centre, enter the individual's My UPS ID, associated Email Address and Access Level. Users with non-Administrator access must be assigned one or more accounts.
*My UPS ID:
*My UPS ID Email Address:
Role:
View Only: This user is able to view and/or download the invoices of their assigned accounts and update their email preferences.
View and Adjust: In addition to View Only access, this user may also request adjustments to charges.
View and Pay: In addition to View Only access, this user may also set up bank/payment card information and submit payments.
View, Pay and Adjust: This user may set up bank/payment card information, submit payments and request adjustments to charges.
Plan Manager: In addition to View, Pay and Adjust access, this user may also assign their Plan's accounts to new or existing users. Plan Managers may provide View Only through to View, Pay and Adjust access.
Administrator: This user has full access to all accounts, Plans and functions of the UPS Billing Centre including the ability to add/remove users, manage access assignments and cancel or re-enrol accounts.
Cancel
Next

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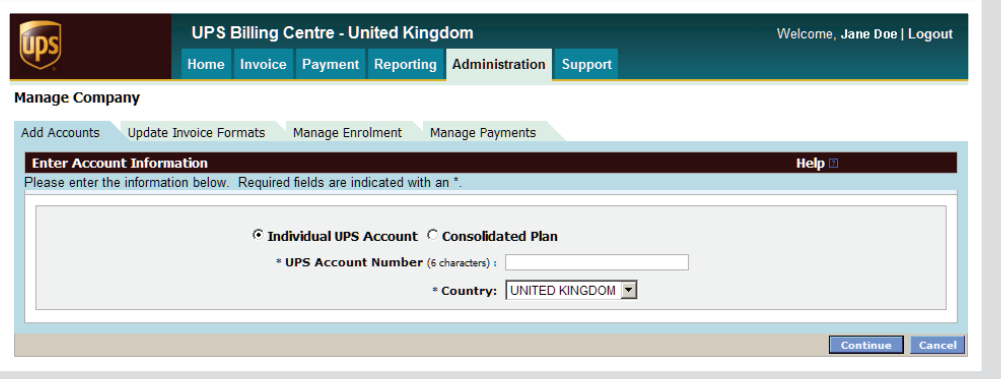
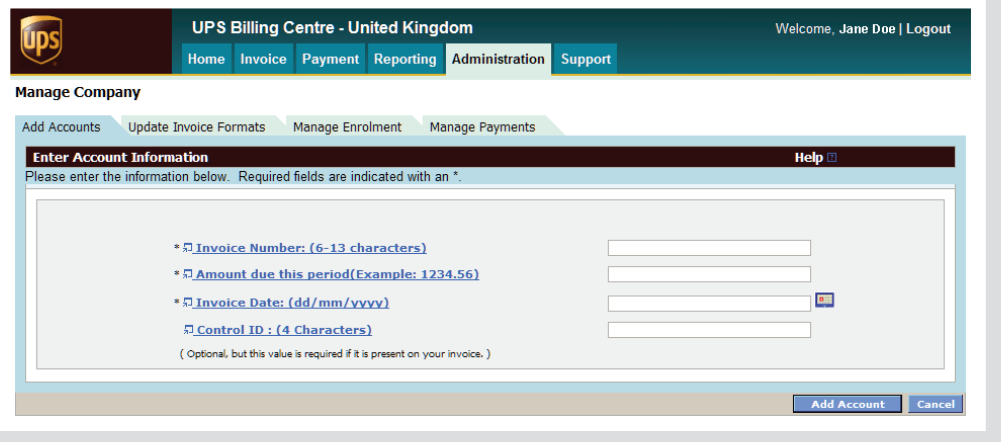
Administration/Profile (cont.)

Administrator – add accounts

To authenticate an account in the Add Accounts section, you will be required to provide the account number, invoice number, invoice amount due, invoice date and control ID from a previous invoice.

Note: *A message will be displayed to you after an account has been successfully authenticated.*





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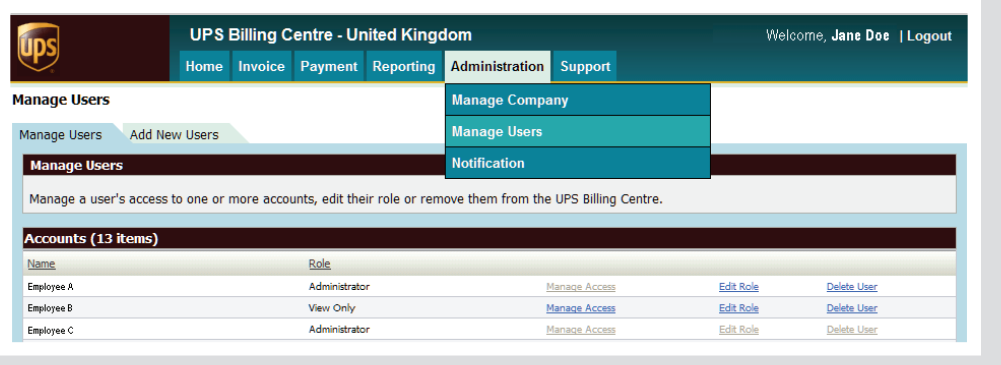
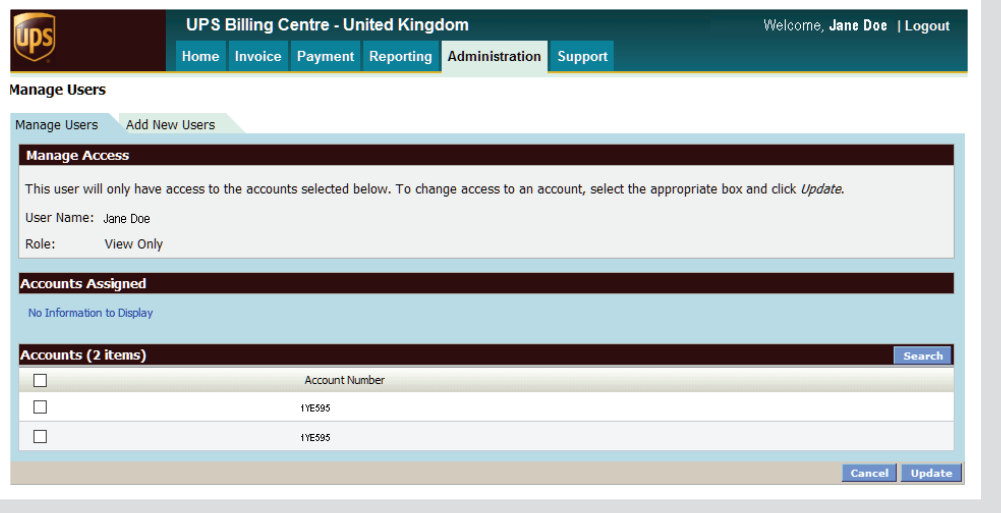
Administration/Profile (cont.)

Administrator – manage accounts

As an Administrator, you have rights to all accounts in the company profile and are automatically associated to all accounts.

Non-Administrator users are not assigned to any accounts automatically and cannot view information from accounts to which they are not assigned. Non-Administrator users must be assigned by an Administrator using Manage Account.





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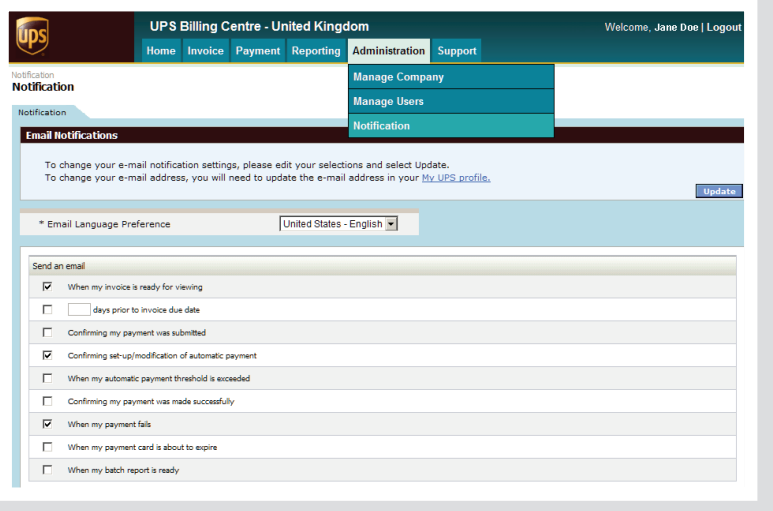
Administration/Profile (cont.)

Notification

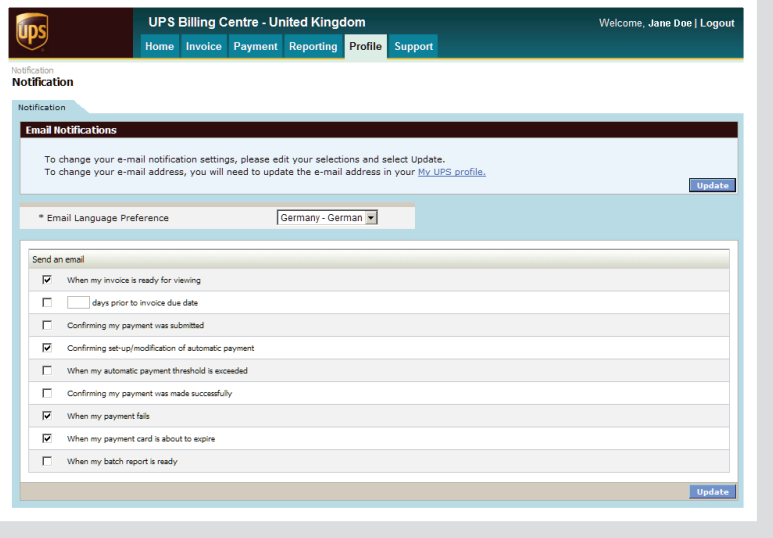
All users can manage their email preferences on the **Notification** tab.

All Email Notification options will be displayed. You must select all the desired boxes to receive an email when a specific activity occurs in the UPS Billing Centre. You can update an email address by accessing your My UPS profile through **www.ups.com**.

Administrator


UPS Billing Centre - United Kingdom
Welcome, Jane Doe | Logout
Home
Invoice
Payment
Reporting
Administration
Support
Manage Company
Manage Users
Notification
Notification
Notification
Email Notifications
To change your e-mail notification settings, please edit your selections and select Update.
To change your e-mail address, you will need to update the e-mail address in your My UPS profile.
Update
* Email Language Preference
United States - English
Send an email
When my invoice is ready for viewing
days prior to invoice due date
Confirming my payment was submitted
Confirming set-up/modification of automatic payment
When my automatic payment threshold is exceeded
Confirming my payment was made successfully
When my payment fails
When my payment card is about to expire
When my batch report is ready

Non-Administrator


UPS Billing Centre - United Kingdom
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Support
Notification
Notification
Email Notifications
To change your e-mail notification settings, please edit your selections and select Update.
To change your e-mail address, you will need to update the e-mail address in your My UPS profile.
Update
* Email Language Preference
Germany - German
Send an email
When my invoice is ready for viewing
days prior to invoice due date
Confirming my payment was submitted
Confirming set-up/modification of automatic payment
When my automatic payment threshold is exceeded
Confirming my payment was made successfully
When my payment fails
When my payment card is about to expire
When my batch report is ready
Update

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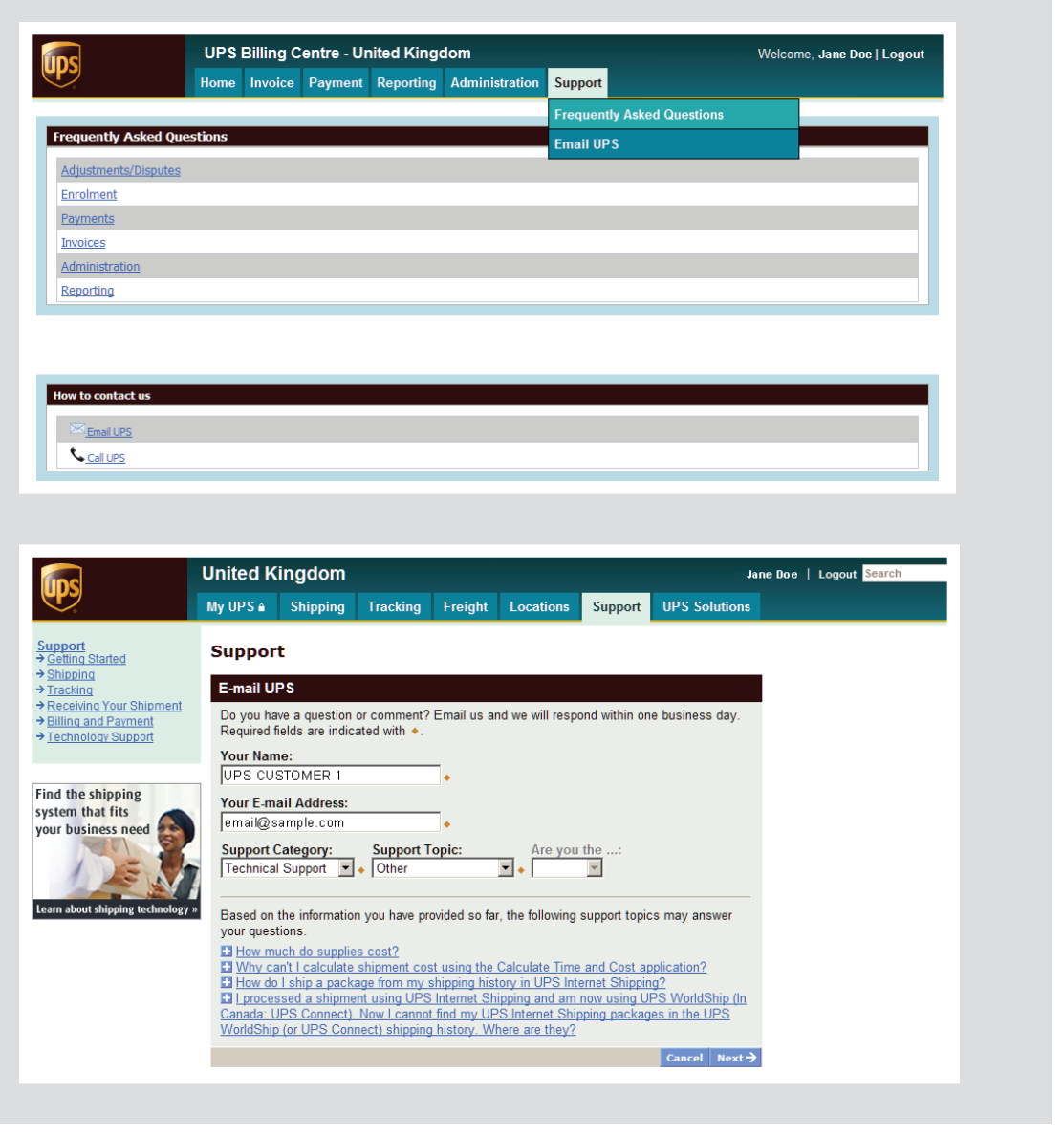
Support

You can obtain support from the **Support** tab within the UPS Billing Centre at **www.ups.com** which provides the following:

- Accessing help information available in the UPS Billing Centre
- Contacting UPS via email by completing a web form at **www.ups.com**
  - Once completed, select the **Next** button at the bottom of the screen.
  - Complete the information fields, selecting **UPS Billing Centre** and enter your question or comment.
  - Select the **Send Email** button in the lower-right side of the screen.
- Contact UPS via telephone



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Support (cont.)

Telephone support

You may also contact UPS by telephone for questions about your invoices or with technical support concerns relating to the UPS Billing Centre. However, the telephone numbers for each are different.

- **Domestic/Import billing questions:**

  If you have questions about your bill, you can call the Domestic or Import Billing Customer Support Number 03457-877-877

- **Technical support:**

  If you have technical questions, you may call 0800 3316010.

- **Frequently asked questions:**

  http://www.ups.com/content/gb/en/resources

- **Submit an email request:**

  https://www.ups.com/upsemail/input?loc=en_gb

Domestic or Import Invoice 03457-877-877

Technical Support 0800 3316010

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